

DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

MISSION

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies except departments possessing

subpoena power. The eleven (11) elected City officials are also excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

CORE SERVICES

The Office of the Ombudsperson has one core service that is mandated. That service is the investigation of citizen's complaints.

MAJOR INITIATIVES

The major initiative this fiscal year will be to utilize the Case Tracker System to its full potential. Newer ways of formatting reports will be explored, as will be procedures for bringing complaint investigations to quicker resolution. In addition, we will continue to utilize more efficient computer hardware upgrades that can bring about further improvements at minimal costs.

PLANNING FOR THE FUTURE

The Ombudsperson's Office will continue to work closely with the department of Information and Technology (I.T.S.) to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.

Ombudsperson
11 FTE

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PERFORMANCE GOALS, MEASURES AND TARGETS

Goals: Measures	1999-00 Actual	2000-01 Projection	2001-02 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	31,000	31,000	31,000

EXPENDITURES

	1999-00 Actual Expense	2000-01 Redbook	2001-02 Mayor's Budget Rec	Variance	Variance Percent
Salary & Wages	\$ 685,323	\$ 705,633	\$ 742,858	\$ 37,225	5%
Employee Benefits	320,671	331,701	366,665	\$ 34,964	11%
Prof/Contractual	52,755	95,000	170,000	75,000	79%
Operating Supplies	6,380	11,423	11,423	-	0%
Operating Services	66,590	104,547	112,640	\$ 8,093	8%
Capital Equipment	52,220	52,800	-	(52,800)	-100%
Other Expenses	31,546	25,000	15,400	(9,600)	-38%
TOTAL	\$ 1,215,485	\$ 1,326,104	\$ 1,418,986	\$ 92,882	7%
POSITIONS	11	11	11	0	0%